

# EMPLOYEE RECOGNITION AWARD CRITERIA

## AS PROJECT OF MERIT

*For employee(s) working on projects*

### Guideline for nomination:

- Employee(s) are assigned to a project that is not part of their normal duties. The assignment could be as a team or individual project.
- The completed project met the customer's needs and requirements.
- Project was completed on time OR the employee's role on the project ended.
- The employee used appropriate resources, communication with others, and sharing of project status information effectively.
- Project enhanced the agency's ability to provide quality services.

## CLIMBING MT. EVEREST

*Employee(s) who lead projects*

### Guideline for nomination:

- Assigned as project lead from development to implementation to completion.
- Established goals and objectives based on the customer's needs.
- Identifies people's strengths and skills and enlists them on the project team.
- Ensures all interested parties are kept up-to-date on progress by promoting a free flow of information and communication.
- Mediated unexpected events, problems and conflicts successfully.

## THE PIONEERING SPIRIT

*Employee(s) who are innovators*

### Guideline for nomination:

- Leads an effort to find innovative solutions that improve and streamline processes, services, products and/or procedures.
- Successfully undertakes the challenges in pursuing and enhancing changes in processes, services, products and/or procedures.
- Understands customer needs to facilitate improvements in products and services.
- Seeks alternative ways to reduce expenditures through innovative processes or procedures.

## RELATIONSHIP ARCHITECT

*Employee(s) who create a positive working culture & environment*

### Guideline for nomination:

- Creates a work culture and environment in which people want to perform at their best.
- Maintains and enhances the self-esteem of others.
- Can quickly mediate and resolve problems for the good of all involved parties.
- Is seen as a direct and truthful individual and is widely trusted and respected.
- Demonstrates a high-level of courtesy, sensitivity, and politeness when dealing with co-workers.
- Shows appreciation for others contributions. Shares and celebrates successes.

## HELPING HAND

*Employee(s) exhibiting extraordinary teamwork*

### Guideline for nomination:

- Volunteers to help coworkers with whatever needs to be done.
- Willingly accepts new assignments, even when busy.
- Identifies other's need for help.
- Promotes a positive team environment and places others interests before personal interests.
- Willingly volunteers their time and skills to achieve team success.

## AT YOUR SERVICE

*Employee(s) providing excellent customer service*

### Guideline for nomination:

- Performs a service(s) that enhances the reputation of the agency/division with customers.
- Provides unique and unexpected customer service.
- Gains customer's trust and respect by opening lines of communication.
- Understands the customer's needs and actively seeks to meet these needs.
- Demonstrates a high-level of courtesy, sensitivity, and politeness when dealing with customers, even in the most difficult of times.
- Places customer first for a win-win solution.